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STUDENT HEALTH SERVICE
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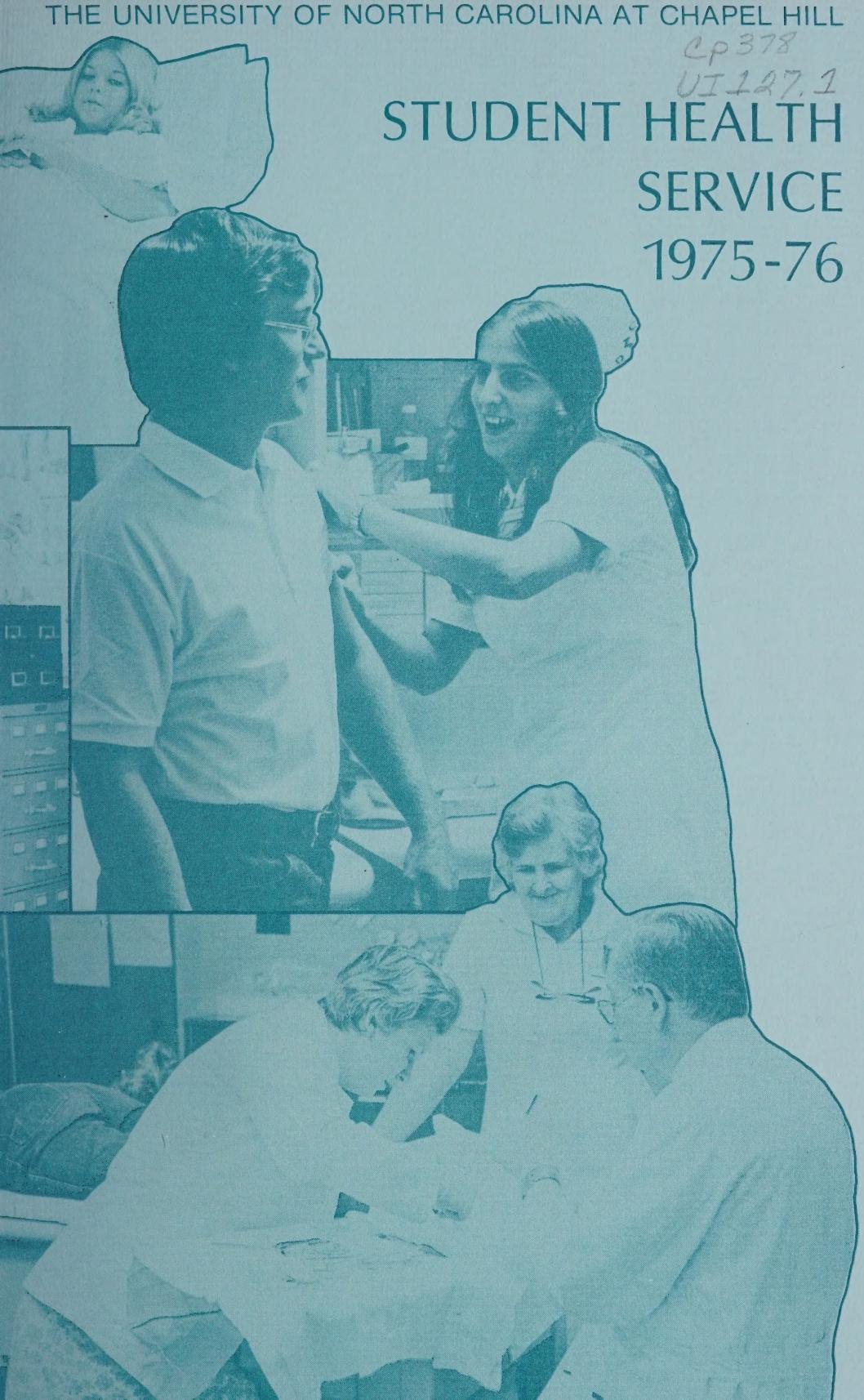
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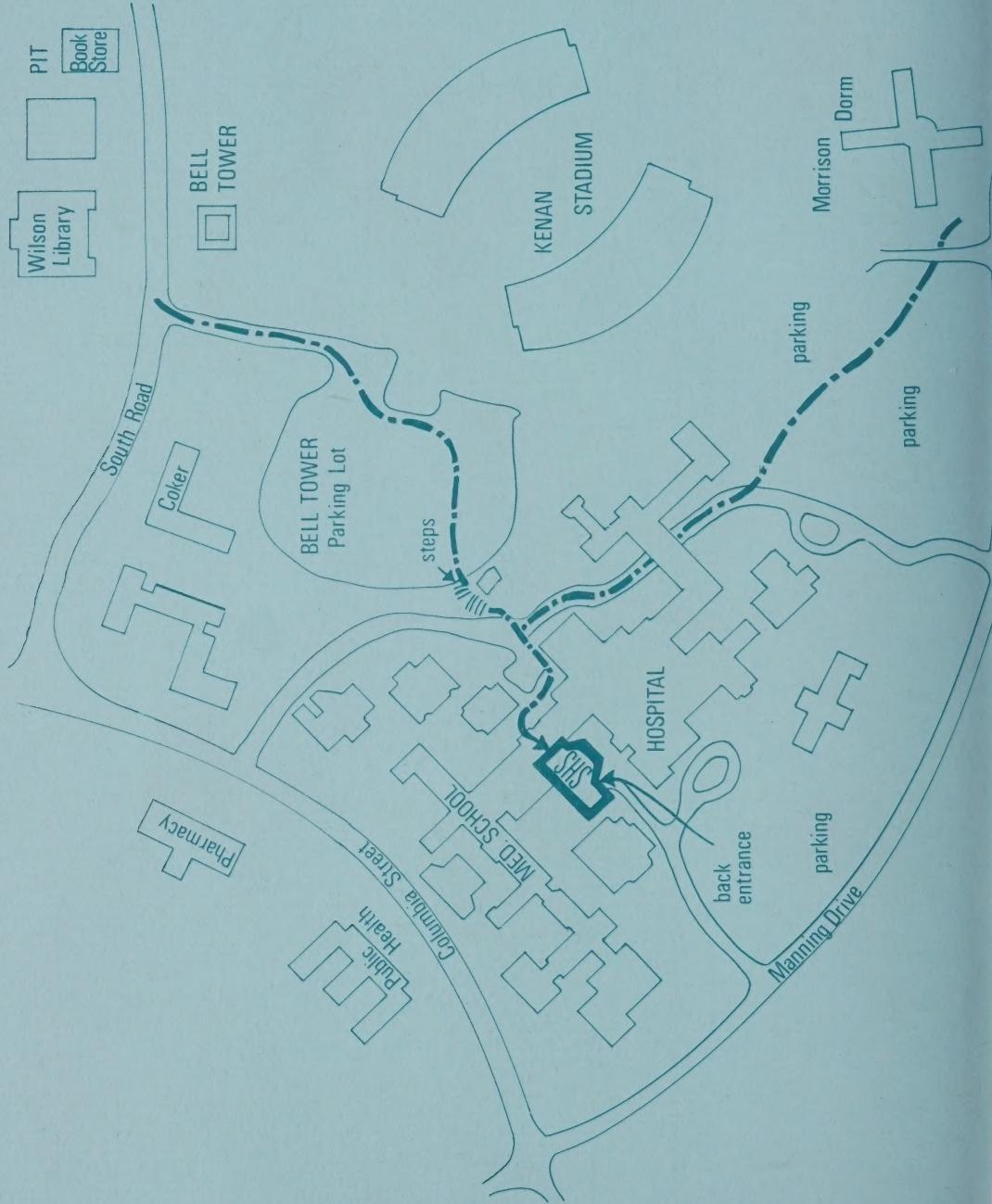
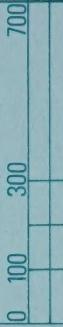
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Walking Routes to the Student Health Service



The University of North Carolina at Chapel Hill with an enrollment in excess of 19,000 students functions as a self-contained community having health problems and resources similar to those of any community of comparable size. As a health care facility, your Student Health Service endeavors to blend the aspects of health education, preventive medicine, and clinical medicine in dealing with illness and injury. The ultimate objective of the health care service that we provide for you is to maintain a state of optimum health, both physical and emotional, so that you can maximize the opportunity for education and personal growth. Your concerns are ours, and the interaction between you and us is essential to the continuous appraisal of the quality of the health care available.

Your Student Health Service building is a wing of North Carolina Memorial Hospital and is located between the Hospital and Medical School building (see map). The Health Service is, however, functionally and administratively separate from Memorial Hospital and operates within the Division of Student Affairs.

When questions arise that are not covered in this booklet or if you need answers to special medical questions or help in medical emergencies, the following telephone numbers may be useful:

Student Health Service	966-2281
Emergency Campus Police	933-6565 or 933-6566
Chapel Hill Ambulance (charge for service)	942-3361 or 942-2869
South Orange Rescue Squad (no charge for service)	942-6300

In emergencies you may count on the Campus Police for transportation by automobile to the Student Health Service. This 24-hour service is available by calling the Student Health Service (966-2281) and identifying the need for this service. You should not use it for "convenience only," but when illness makes it difficult for you to get to the Student Health Service in any other way.

Who Is Eligible?

You are eligible for health care in the Student Health Service if you are a full- or part-time student who has paid the student health fee as part of your general university fees. During the summer months — if you are not enrolled in summer school but were enrolled the previous academic year and will be enrolled the following academic year — you are eligible for care by paying a \$7.50 professional fee per visit, plus any additional laboratory or x-ray charges incurred. If you need inpatient care while temporarily not enrolled, a nominal charge will be made for use of inpatient facilities.

What Does It Cost?

The entire operation of the Health Service is dependent solely upon income received through the student health fee. You are required to pay this fee of \$37.50 per semester and \$12.50 for each term of summer school. The fee covers professional services either as an outpatient or inpatient, laboratory tests and x-rays performed in the Student Health Service. These include such lab tests as white blood counts, hematocrit or hemoglobin studies, urinalysis, all routine bacterial cultures, venereal disease blood test and cultures, pregnancy tests, examination of vaginal smears for yeast, trichomonas, or bacterial infections, examination of stool specimens for blood and parasites, and a few other tests which are performed in our own lab. X-rays taken in the Student Health Service include chest, skull and sinus, routine bone films for fractures and dislocations, etc. and abdominal x-rays. Charges are made for such laboratory tests as glucose tolerance tests, electrolytes, liver function tests, thyroid and other special hormone studies, PAP smears, and other tests which must be sent to a laboratory outside the Student Health Service. You are charged for x-rays such as kidney, stomach, intestinal, vascular, or spinal x-rays requiring use of contrast dyes which must be performed in North Carolina Memorial Hospital.

Charges are made for meals eaten in the Infirmary, some medications, and special items such as elastic bandages, slings, intrauterine devices, etc.

If by your own choice you go directly to North Carolina Memorial Hospital Emergency Room or Clinic for evaluation and treatment, you will be billed by NCMH for any services rendered just as if you were treated by your hometown physician or hospital. Your Student Health fee does not cover any of these costs and you are completely responsible for their payment. If you should receive any bill from the Student Health Service which you do not understand, do not hesitate to contact the billing secretary for clarification. (Call 966-2281.)

Should I Have Supplemental Medical Insurance?

Following consideration of several alternative plans, the University has made arrangements with Blue Cross & Blue Shield of North Carolina, Inc. to offer group health insurance coverage to students on either an individual or family basis. The Student Health Service will continue to provide ordinary medical care to enrolled students (not dependents) through the Student Health Fee, but this does not cover certain charges as mentioned above, major surgery, and certain types of specialty consultation, nor extraordinary expenses resulting from serious accident or illness. Students should, therefore, strongly consider the purchase of insurance against such expenses, and this group enrollment allows the opportunity to procure reasonably broad coverage at a moderate cost. A student still of age to be covered under his/her parents' family group plan should not require additional coverage under the student group plan. Care should be taken to enroll when no longer eligible for coverage in the parents' plan.

The rising cost of health care warrants your careful consideration of some form of health insurance coverage. While this plan is by no means inexpensive, we believe it incorporates most essential features while remaining in the affordable range for most students and their families. Forms for this policy are available at the Student Health Service.

Please let us know if you have any questions concerning this coverage by calling or writing to us.

When Should I Use The Student Health Service?

Answer this simple question: Would I see my family physician for the same ailment? If your answer is yes, apparently there are signs and/or symptoms present that are in need of medical attention. For instance, if you have headaches or frequent sore throats or if you are unable to sleep, and if any of these complaints continue for a while without being relieved, then come to the Student Health Service. These are all annoying things that should not continue and may be corrected quickly and easily; but they may also indicate a more serious underlying condition. In such situations, do not hesitate to come to the Student Health Service for medical care.

Are My Medical Records Confidential?

Except for those few communicable diseases which by law are reportable to Public Health officials, **no** medical information is **ever** divulged to anyone without your written consent. We do not release information to University administrators, faculty, or parents. You can, without reservation, expect the same professional confidence which you receive from your family physician. This professional confidence includes a non-judgmental attitude in the treatment of your problem.

How Do I Go About Seeing A Doctor?

The Student Health Service maintains regular clinic hours from 9:00 a.m. - 12:00 noon and 2:00 - 5:00 p.m. Monday through Friday, and from 9:00 a.m. - 12:00 noon on Saturday. During the hours of 12:00 - 2:00 p.m. Monday through Friday, a single physician is on duty in the Student Health Service for emergency cases. If you come to the Student Health Service during these hours for non-emergency problems, you may be asked to wait until regular clinic hours begin again at 2:00 p.m. Since certain diagnostic facilities are available only during regular office hours, you are urged to make every effort to be seen during those hours in order to receive the best possible care and to avoid any inconvenience or prolonged waiting period. During non-clinic hours, at nights and on weekends, registered nurses staff the Student Health Service and a physician is "on call" to assist them in evaluating and treating your medical problem.

When you arrive at the Student Health Service during regular office hours, you will check in at the reception desk and be given the option of being seen by a doctor in one of four ways:

1. Rapid Treatment Clinic:

This clinic is for medical problems of a minor nature which require relatively little time to evaluate and treat — for example, colds, sore throats, renewal of prescriptions not requiring re-examination, questions about allergy injections, marriage license forms, etc. This clinic is staffed by one physician and a nurse practitioner and meets daily during regular clinic hours.

2. Appointment Clinic:

This clinic affords you the best opportunity for seeing the doctor of your choice and reduces significantly your waiting time. You should schedule an appointment for those problems which can be handled on a time-elective basis, such as follow-up visits, routine PAP smears, contraceptive needs, or any medical problem not requiring immediate attention. The appointment clinic meets daily during regular hours (except Saturdays and Sundays) and is staffed by physicians on an alternating schedule. You may call for an appointment at 966-2281, ask for the Appointment Secretary and find out when your doctor is available in the appointment clinic; if you have no preference of doctors, you may be given the next available appointment with any doctor.

3. Walk-In Clinic:

This clinic is set up for acute problems which will not wait for regularly scheduled appointment time and which require more attention than those seen in the Rapid Treatment Clinic. The Walk-In Clinic, like the Appointment Clinic, is staffed by physicians on an alternating basis. This means that physicians seeing patients in the Appointment Clinic during the morning hours will be seeing patients in the Walk-In Clinic in the afternoon and vice versa. Therefore, you might call the Student Health Service before coming to see which clinic your doctor will be in.

If you do not request any certain physician in the Walk-In Clinic, you will be assigned to the next available physician. If, however, you do wish to see a particular doctor who is working in the Walk-In clinic at the time, you may request him; but you should expect to wait longer, as he may already have patients waiting ahead of you.

4. Sports Medicine Clinic:

This clinic is for diagnosis and treatment of injuries sustained during participation in University-sponsored sports activities, including physical education, intramural, club and intercollegiate sports programs.

Which Doctor Will I See?

Our clinical staff is composed of nine full-time physicians, a part-time gynecologist, and a nurse practitioner (see back cover). The staff has a wide range of training and special interests including internal medicine, pediatrics, surgery, general medicine, and gynecology.

Choosing one Student Health Service physician as your doctor — establishing a relationship with him much as you would with a family doctor — makes for a more effective way of using the SHS. This gives you greater continuity of care and treatment, improved by the doctor's familiarity with your individual characteristics and history. The best way for you to be sure of seeing the doctor of your choice is to use the appointment clinic during regular office hours. There may be times (such as after clinic hours, weekends, or for emergency visits) when doctors may be assigned specific duties and therefore the doctor of your choice might not be available to you. However, other qualified medical personnel are on duty or "on call" at all times to attend to your particular needs with the same responsible care.

What If I Need To Be Hospitalized?

Upon the advice of your physician you may be admitted to the Student Health Service

inpatient unit located above the outpatient clinic floor. The staff hopes to make your stay as short and as pleasant as good medical care dictates; and your understanding of what this care involves will often help in making this aim more realistic. If you have any questions concerning procedures or your medical care, you should certainly take the opportunity to discuss them with your physician and/or the nursing staff in order that you may be fully aware of your medical condition and the treatment involved.

Your health fee covers the cost of the Infirmary room, routine medications, nursing care, and laboratory and x-ray examinations which the Student Health Service is equipped to perform. Additional charges may be made as mentioned previously in the section on cost. Also, your physician may request a consultation from a specialist from North Carolina Memorial Hospital in the area of your illness (e.g., a surgeon for a suspected surgical problem such as appendicitis, an eye specialist for severe eye problems, etc.). When such specialists are called in to assist, you will be charged for their services.

May I Have Visitors?

Visitors are welcome between 2:00 - 4:00 in the afternoon and 7:00 - 9:00 in the evening, and are encouraged to come in groups of no more than two at a time in order to provide equal privacy and courtesy to the other patients. Members of the immediate family, faculty and clergy may visit at any time, with the request that they do not come before 10:00 a.m. so that rounds, medical procedures, etc., may be conveniently performed at these times.

What About My Classes While I Am Hospitalized?

The Central Records Office, as well as appropriate offices in the Academic and Student Affairs Division, receive a daily list of students who are inpatients, so you will not be penalized for unexcused absences due to medical reasons.

If your illness requires you to have an extended inpatient stay, forms are available from the nurses' desk which may be of assistance to you in obtaining assignments from your professors. However, the responsibility for obtaining assignments still rests with you and is not a function of the Student Health Service.

What Do I Do About Emergencies After Clinic Hours?

In conjunction with the medical staff, nursing care is provided on a 24-hour basis, for both outpatients and inpatients, by a staff of registered nurses, licensed practical nurses and nursing assistants. If you come to the Student Health Service during hours other than regular office hours, you will be seen by a registered nurse. She will initiate care for some illnesses. However, if in her medical judgment your illness needs the attention of a physician before the next regular Student Health Service clinic hours, she will consult the "on call" physician or mental health personnel, who may be able to handle the problem by telephone or will come to see you for further evaluation and treatment, if necessary.

What Mental Health Services Are Available?

There are times when you may find yourself pressured, feeling alone and troubled, trying to cope with many things at once. It is often helpful at these times to talk things over with someone who would be able to help you arrive at and implement your own decisions and help you gain some perspective on what may appear to be overwhelming problems. The Mental Health Division is aware of the problems and stresses of University life and therapists are available, at no cost, to assist you.

Services offered by the Mental Health Division include short-term individual therapy, couple counseling, and group therapy. You can work together with your therapist to decide which would be appropriate for your needs. You may make an appointment in the Mental Health Division by calling 966-2281, ext. 272, or by coming to Room 206 on the third floor of the Infirmary building. Hours are 8:00 - 5:00 Monday through Friday and 9:00 - 12:00 on Saturday. If you feel that you need to see someone right away, just come to the office and let the appointment secretary know that. If you wish to see someone after hours, call the Student Health Service and arrangements will be made for you to see the psychiatrist on call.

What About Confidentiality Of My Visit?

Mental Health records are kept separately from your regular medical records and strict confidentiality is maintained. No information regarding your visits here is released without your written permission.

Are There Any Specialty Clinics?

The Health Service has made arrangements with certain departments in the UNC School of Medicine to provide care in those specialties most commonly needed by students (as listed below). Use of these clinics is covered by the Student Health fee and this service is provided at no additional charge to you unless special studies (previously mentioned under the "Cost" section) are required.

1. Women's Health Clinic — a two-phase educational discussion and examination clinic held twice weekly. Phase one of this program, held on Tuesday night promptly at 7:00 p.m. is an educational group discussion on contraception and other aspects of human sexuality. A movie is shown at this session describing all types of contraception, followed by an open discussion about contraception, venereal disease, abortion, the need for cancer-detecting PAP smears, interpersonal relationships and alternative lifestyles, etc. This discussion is led by trained women group leaders selected for their ability and interest in the area of human sexuality. All women students will benefit from this discussion and are encouraged to attend even though they might not desire to participate in phase two which is held Thursday afternoon and early evening.

In the Thursday clinic you are offered the chance to have, on an individual basis, the physical examination, the PAP smear, etc., necessary for the provision of the contraception of your choice. It is staffed by a Gynecologist and Registered Nurses. Appointments are made for this clinic at the Tuesday night educational session (or by referral from a regular Student Health Service physician). The Women's Health Clinic offers you the group discussion as an alternative to the one-to-one doctor-patient relationship, if you so desire.

2. Gynecology Clinic — held four days a week during regular clinic hours at the Student Health Service. The clinic is staffed by gynecologist Dr. Mary S. Fulgham and gynecology residents from the OB-GYN Department at NCMH. In order to receive an appointment in this clinic your problem must first be evaluated by a regular Health Service physician. This clinic is for complicated gynecological problems and fitting of intrauterine devices and/or diaphragms only. Uncomplicated problems, oral contraceptives, morning-after treatment for unprotected intercourse and pregnancy tests are all handled by the regular physicians.

3. Dermatology Clinic — held every afternoon, Monday - Friday for the diagnosis and treatment of skin diseases. You may make your own appointment by calling 966-2281 and asking for the Appointment Secretary or you may be seen on referral by a Student Health Service physician.

4. Orthopedic Clinic — conducted by members of NCMH Orthopedic staff for more complicated orthopedic problems. This clinic meets each afternoon Monday - Friday, and you must be referred by a member of the Student Health Service clinical staff. No additional charges are made unless surgery, special x-rays and special laboratory tests are required.

Is There A Special Clinic For Athletic Injuries?

The Health Service operates a Division of Sports Medicine for the treatment and rehabilitation of any injuries you may incur while participating in the University-sponsored sports activities. This includes physical education, intramural, club, and intercollegiate sports programs. A Rehabilitation Center, adjacent to Woollen Gymnasium, is open to all members of the student body. The center is staffed at all times by Registered Physical Therapists and is fully equipped to provide for complete rehabilitation needs. Exercise programs for the physically handicapped are conducted in cooperation with the Department of Physical Education. Medical problems that affect your full participation in required Physical Education are also handled through this program. Except for surgical procedures, there is no charge to you for these services. A Certified Athletic Trainer is available in the Gym during all hours officially open to intramural and physical education activities. If you are injured during such activities, you should make use of this Trainer as he is immediately available in the training room. If further treatment is indicated you will be referred by the Trainer to the appropriate health service facilities.

What About Health Education Services?

Your Health Service physician is available to discuss with you **any** health questions you may have. In addition, the Student Health Service has a full-time Physician/Health Educator, Dr. Donald E. Harris, who is available to work with you as individuals or in groups, in organizing residence hall, fraternity, sorority and off-campus seminars and learning programs on health problems and other concerns. Good health is more than just the absence of disease, and health education at all levels is a basic means of helping you to become more aware of good health practices. Learning about one's body, and about disease processes, and about one's self in general can become a very effective tool in the prevention or early recognition of symptoms. We encourage you to make requests of the staff to provide programs on any health-related matters that interest or concern you. Please feel free to contact Dr. Harris or your physician at the Health Service for consultation regarding any of these matters. (Call 966-2281.)

Can I Get Allergy Shots?

Upon the written recommendation of your own allergist and the provision of your own allergy vaccine you may receive your allergy injection at the Student Health Service. A special refrigerator is provided for the storage of your vaccine and you may get your injections by telling the receptionist you are here for your allergy shot. She will assign you to a nurse who will administer the vaccine. These allergy shots are given only during regular office hours (9:00 - 12:00 and 2:00 - 5:00) Monday through Friday, while a physician is present in the Student Health Service, for your safety, should you develop serious reaction to the vaccine. If you do not adhere to your regular vaccine schedule you

will have to see a physician in the Health Service to approve an altered schedule.

Can I Get Forms Filled Out For Marriage, Jobs, Teacher's Certificates, Etc.?

You may have a blood test performed and marriage certificate signed without additional charge. There is an additional charge for completion of certain required health forms for job applications, teacher's health certificate, transfers to other schools, etc. This charge is based on the complexity of the form.

Are There Other Miscellaneous Services?

Several other small but nonetheless important conveniences are provided by the Student Health Service: 1. **Immunization:** Certain immunizations such as influenza and some vaccines required for overseas travel, 2. **Equipment:** Short-term loan of support equipment such as crutches, canes, splints, ice bags, etc. If these items are not returned after a reasonable period of time an appropriate charge is made.

Is There A Pharmacy?

The Health Service currently provides pharmacy services for you through a part-time pharmacist. At this time these services are limited primarily to inpatients. Though there is not a prescription service available to patients of the "walk-in" or "appointment" clinics, you may be provided on a limited basis certain medications intended to benefit acute illness or injury. These will be dispensed to you by your physician. You may expect to be billed for certain of the more expensive medications. In general, however, your physician will provide you with prescriptions for medications to manage illnesses requiring specific treatments. These prescriptions may be filled at any pharmacy of your choice.

What About Dental Care?

In conjunction with the UNC School of Dentistry the Student Health Service provides acute and consultative services only. This means that you may be referred by your own Student Health Service physician to the Dental School for limited evaluation and treatment of an acute dental problem. You are then responsible for any follow-up definitive dental care through private dentists in the Chapel Hill area or your hometown dentist as you may choose. There is no additional charge for this emergency care when referred by a Student Health Service physician, but you are responsible for all subsequent definitive dental expenses.

What Is The Medical Excuse Policy?

The Health Service does not issue written excuses directly to students or instructors. Responsibility for class attendance and for completion of assignments rests primarily with the student, and you should assume this responsibility by communicating directly with your instructor, advisor, or dean concerning class absences and missed assignments. These individuals may, if they desire, feel free to call the Health Service to verify that a "health problem" did exist and to get an estimate of the extent of your disability. Individual diagnoses and other specific details will not be released without your written consent. Daily lists of inpatients are routinely sent to appropriate administrative offices. When you have missed a considerable amount of class time because of illness, or when indicated as a part of your clinical management, the Health Service may recommend a reduction in your course load or medical withdrawal from the University. During final examination periods notifications of absences due to medical problems are sent directly to Central Records for processing.

What Is The Administrative Board?

The Student Health Service Administrative Board is an advisory committee composed of five students, five faculty members and the Director of the Student Health Service. The President of the Student Body recommends the Student Board members to the Chancellor, and the Chancellor then appoints the Student and Faculty members of the Board each year. This Board serves as a vital source of student input into the continued development of your Student Health Service. Students who are interested in serving on this committee are urged to contact the Student Body President.

How Can Students Give Input To The Student Health Service?

The primary aim of the Student Health Service is to assist you in any way possible to maintain good health so that you will be able to obtain maximum benefits from your stay at the University.

We invite your comments and suggestions regarding your Student Health Service. We encourage you to discuss your concerns directly with your physician, counselor, nurse, the health educator Dr. Donald E. Harris, the Director Dr. James A. Taylor, or a member of the Administrative Board. If you have a complaint about a specific doctor, or any person on the staff, the best thing to do is to tell him or her about it. The problem often is an oversight or an unintended courtesy. Usually he or she would rather hear about it from you directly, whether it is a question about medical or personal treatment. You might write him or her a note, or make another appointment if you do not feel like bringing it up at the time. Members of the Administrative Board may be contacted through the office of the Student Body President or through the office of the Director of the Student Health Service.

You may also contact the Student Health Advocate recently appointed by the Student Body President. The Student Health Advocate maintains an office in Suite C of the Student Union, or can be reached by telephone at 933-5201.

A Communications Box is provided at the Reception Desk of the Student Health Service giving you an opportunity to express your ideas and feelings about your health care. You may expect full consideration and a prompt response from the Director of the Student Health Service concerning your comments placed in this Communications Box.

Don't go away angry, confused, and unheard. Changes in procedure and attitudes cannot occur without feedback from you. In the past there have been few channels for patient comment. Now that they exist, please use them.

And tell us what's good as well as what needs improvement.

NOTES

NOTES

DIRECTOR

James A. Taylor, M.D.

ADMINISTRATIVE MANAGER

Doris M. Lindsay

CLINICAL STAFF

William J. Burk, M.D.
Mary S. Fulghum, M.D., Gynecologist
Joseph A. Macfarland, M.D.
Frances Marshall, M.D.
James H. McCutchan, M.D.
Donald K. McIntyre, M.D.
Charles K. Rath, M.D.
Martin J. Schaeferle, M.D.
Lincoln B. Scott, M.D.
Daniel P. Vaughan, M.D.

NURSE PRACTITIONER

Peggy P. Norton, R.N., F.N.P.

DIRECTOR OF NURSING

Avis M. Hernwall, R.N., M.S.P.H. Nursing

SPORTS MEDICINE STAFF

Joseph L.DeWalt, M.D.
Robert B. Lindsay, M.D.
John Lacey, Head Trainer
Terry Middleswarth, M.A., Athletic Trainer
John M. Davis, R.P.T., Athletic Trainer and Physical Therapist
Dan Hooker, R.P.T., Athletic Trainer and Physical Therapist

MENTAL HEALTH STAFF

Priscilla Boekelheide, M.D. - Psychiatrist
Myron Liptzin, M.D. - Psychiatrist
Bruce Baldwin, Ph.D. - Psychologist
Judy Berryhill, Ph.D. - Psychologist
William Eastman, Ed.D. - Marriage Counselor
Sharon Meginnis, Ed.M. - Counselor
John Reinhold, D.S.W. - Clinical Social Worker

HEALTH EDUCATOR

Donald E. Harris, M.D.

DIRECTOR OF PHARMACY SERVICES

A. Wayne Pittman, RPh.





